# HEALTH SOCIAL CARE AND WELLBEING – 21ST JUNE 2016

**SUBJECT:** THE PROCUREMENT AND IMPLEMENTATION OF THE WELSH COMMUNITY CARE INFORMATION SYSTEM

**REPORT BY:** CORPORATE DIRECTOR SOCIAL SERVICES

## 1. PURPOSE OF REPORT

1.1 The purpose of this report is to provide Scrutiny Committee with an understanding of the all Wales Community Care Information System (WCCIS) supplied by CareWorks Ltd. that has been procured by Bridgend County Borough Council under a Master Services Agreement (MSA) on behalf of all Welsh Local Authorities and NHS Organisations.

1.2 The replacement of the Social Care system is a key priority for Social Services in its ability to work in a more integrated way with NHS Wales to improve the delivery of integrated care which is one of the key aims of the Social Services & Wellbeing (Wales) Act 2014.

## 2. BACKGROUND

2.1 The Council's has used SWIFT as its social care information system since 2001. This system has been developed extensively over time to ensure that it can deliver the changeable national assessment frameworks and performance reporting requirements and is critical to the delivery of the Council's social services.

2.2 In its use of SWIFT the Council has worked collaboratively with other local authorities in developing the use of the system and in negotiating additional requirements with the supplier. Caerphilly CBC has also hosted the regional consortium for the implementation and development of SWIFT. The existing supplier contract for SWIFT is due for review in October 2017.

2.3 Since 2013, local authorities across Wales and NHS Wales have being working collaboratively to procure a Welsh Community Care Information System (WCCIS) that has been designed to meet the requirement of both social care and community health services. Whilst integrated services have been developed across Wales, information sharing between services has been a long standing problem that has often hindered health and social care services working closely. WCCIS is widely regarded as being the solution that would best enable information to be shared effectively between local authorities and health services.

2.4 The Local Authority contribution to the procurement process was initiated to the eight Wales System Consortium (WSC) Local Authorities which include Bridgend, Blaenau Gwent, Ceredigion, Gwynedd, Powys, Torfaen, Wrexham and Ynys Mon. The WSC was formed as a recognised social care system Consortium to work in partnership with the supplier to develop the DRAIG system, and due to the end of contract life, had begun to plan the procurement of a replacement for the DRAIG system in 2011.

2.5    It was timely that NHS Wales were also looking to procure a national system to support Community Health services.  In recognising the opportunity to procure a system that supported both Social Care and Community Health services, WSC and NHS Wales agreed to commence the joint procurement of WCCIS.

2.6    The WCCIS procurement process ended in 2015 and all twenty two local authorities and health boards are able to procure WCCIS, as a replacement for their existing information system.

2.7    WCCIS has been endorsed by the Minister for Health and Social Care and Welsh Government have contributed an amount of £6.7 Million to fund the set up costs of WCCIS for the whole of Wales. This will cover central hardware costs and the provision of user licences. This contribution will reduce the costs for all participating local authorities.


## 3.    THE REPORT

3.1    Welsh Government policies and strategies have consistently reflected the importance of citizens being appropriately cared for in their homes and in community settings. Consequently there has been increasing efforts by health boards and local authorities within Wales to deliver more integrated services to ensure services and support for individuals, their families and communities are effectively planned, co-ordinated and delivered.  However, one of the common and key impediments to integrated working between health and social care services has been the inability of services to share information effectively and the WCCIS has been specified to ensure that its functionality overcomes such long standing issues.

3.2    Bridgend County Borough Council as lead authority has entered into a national deployment order on behalf of all Wales.  This deployment order will deliver hardware, specially written software and an all Wales licence for WCCIS Microsoft Dynamics CRM.  The WCCIS system will be hosted by NHS Wales Informatics Service (NWIS) in two data centres located in Blaenavon and Newport, to provide resilience.  The support infrastructure costs are scalable and covered in each Authority Party's deployment order.

3.3    The local Deployment Order will set out local technical requirements and needs in terms of data migration, implementation, training, testing, local project governance, service charges and Caerphilly County Borough Council responsibilities. The local Deployment Order is the vehicle for all payments incurred by the authority.


## 4.    PROJECT IMPLEMENTATION

4.1    The Association of Directors Of Social Services Cymru (ADSSC)  has a clear role in helping to provide national leadership for the WCCIS project on behalf of local government. Governance for WCCIS will be at a national level and will be jointly led by the Director of Social Services for Caerphilly County Borough Council for ADSSC and the Chief Executive of the Powys Health Board on behalf of health boards.

4.2    Progress with regard to the project is overseen by an Implementation Board consisting of staff from local authorities, health boards, NWIS and Welsh Government. The Board is supported by a number of sub groups covering issues such as technical assurance, information governance and community information.

4.3    The Caerphilly CBC project implementation plan will be produced in conjunction with CareWorks during the completion of the Caerphilly CBC local Deployment Order.

4.4 The exact order of WCCIS implementation for all authority parties is yet to be confirmed. However, Bridgend CBC is now live with Ceredigion CBC the next to follow before Powys County Council and Health Board and become the first truly integrated implementation of the project. At present it is envisaged the Gwent authorities will implement in 2017/18 but preparatory work is already commencing.

4.5 The WSC has produced a working document "Assessment in Readiness" for each Authority to complete once they have signed the Deployment Order. This outlines the indicative tasks and expectations that an authority will need to go live with CCIS.

4.6 The Readiness Assessment framework consists of three broad areas of readiness that are necessary for technology adoption, each of which contains a number of components. These areas will help identify the overall readiness for implementing CCIS, and it can bring to light specific issues that need to be addressed in preparing for implementation.

The self-assessment is organised into three areas of readiness:

a. organisational readiness;
b. project readiness;
c. technological readiness.

This self-assessment is designed to identify additional steps we may need to take before beginning a technology-related reform. This tool does not provide a definitive assessment of readiness; rather, it presents a set of research based indicators that are related to the likelihood of WCCIS enabling successful transformation to integrated Social Care and Health working arrangements.

## 5. EQUALITIES IMPLICATIONS

5.1 The introduction of WCCIS will ensure appropriate information sharing between health and social care staff that will enhance the services received by children and adults. There are no equality consequences of this proposal.

## 6. FINANCIAL IMPLICATIONS

6.1 The costs of adopting WCCIS have been calculated on an authority by authority basis. The costs for this Council to purchase WCCIS have been calculated to be £93,176K per annum for the length of the contract. This compares to current costs for SWIFT of £84,000 per year. The additional monies will be found from the Social Services revenue budget.

6.2 These costs have been supplemented by the £6.7 Million Welsh Government funding contribution which has effectively subsidised the All Wales License and National hosting costs arrangements.

6.3 These costs are considered to be comprehensive and include:
• annual Support and Maintenance (including 24/ 7 support);
• supplier implementations costs that include migration of data and training days;
• integration interfaces that enables WCCIS to be connected with other systems as required.

## 7. PERSONNEL IMPLICATIONS

7.1 The implementation of WCCIS would require a considerable investment of existing staff time to ensure that the system is successfully adopted. There will no personnel implications beyond this.

**8.    CONSULTATIONS**

8.1    All comments from consultations are reflected in the content of this report.


**9.    RECOMMENDATIONS**

9.1    That Members note the Council's intention to move to the WCCIS as a suitable replacement for the authority's existing Social Care IT system and as a key driver to integration of health and social care information.


**10.    REASONS FOR THE RECOMMENDATIONS**

10.1    The Social Services & Wellbeing (Wales) act 2014 has integrated services between health and social care at its core. The effective sharing of information is a fundamental foundation of integrated working and needs to be applied on a "once for Wales" basis. The initial core funding from Welsh Government has significantly reduced potential costs in this area.


**11.    STATUTORY POWER**

11.1    Social Services & Wellbeing (Wales) Act 2014.


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